

EXHIBIT Q

Given that we already have a dispute link from the receipt, I'm not sure what impact having the link in the email will be, but if we were to put a link there I'd want it to be consistent with the online receipt, which is different from all three links you list here. I'm hesitant to add 3 links that all lead into different stages of Lombard.

Finally, I think that a more important task is to figure out how many users are attempting to contact us through Lombard but don't make it to TPS. If the number is very small then we should prioritize this task and other similar tasks (such as jewel notifications who've made orders we predict will be likely to charge back). That's why I created task 825767. We know that only < 2% of users who chargeback make it to TPS but I don't think we know why yet. All the data is available to answer this question we just need to do it.

Until we resolve the above issues I don't think this is a high pri task so I'm downgrading for now. Let me know if you have thoughts are can help with the above issues.

Alexander Strehl - at 7:55pm on December 2nd
* changed the priority to "mid-pri".

Alexander Strehl - at 7:58pm on December 2nd
* changed the subscribers. Added: Elizabeth Williges.

Joseph Filip - at 8:06am on December 5th Those are good points Alex, the reason for the three links was to address the key issues that we had identified as being root causes for people charging back.

There is another part of this though. If you are not logged into Facebook and click on the "View Receipt Online" it directs you to a general page that doesn't have a clear path to dispute with us: <http://www.facebook.com/cc/>

There is a link about 3 or 4 questions in but I think it is an awful user experience for a user who thought they were getting a receipt or wants to dispute a purchase with us.

I know there are lots of other questions and projects to work on around this but I still think this is an important addition to our process.

Brad Ferry - at 12:41pm on December 5th
* changed the subscribers. Added: Bill Richardson.

Brad Ferry - at 12:43pm on December 5th
I know that this might be slightly off topic for this specific thread, but does relate to the overall discussion around receipts. It appears that only 50% of users are currently receiving email receipts. See task: <https://our.intern.facebook.com/intern/tasks/?t=834081> for more detail.

Joseph Filip - at 2:11pm on December 6th 8.8% of users who charged back in November entered a Lombard queue, this is consistent with our normal Lombard enter/submit rates across the board.